

POSITION SUMMARY

INFORMATION OFFICER (593,594)

Directorate	Cultural & Community Services
Section	Tourism
Classification	Band 1, Level 3, Grade 3
Position Status	Permanent Part-Time (21 hours per week or 14 hours per week)
Commencing Salary Range	21 Hours = \$556.68 - \$584.88 per week 14 Hours = \$371.12 - \$389.92 per week
Reports to	Manager Tourism & Visitor Services
Direct Reports	Nil
Work Location	Visitor Information Centre

Position Purpose

The primary purpose of this position is:

- To provide outstanding customer service including provision of accurate and timely information to the general public.
- To work with the tourism industry of the Bathurst region to improve capacity and collaboration
- To promote and grow the Bathurst region as a destination of choice through content creation, marketing, public relations activities, events and product development.

Key Responsibilities

- To provide outstanding customer service at all times
- To increase retail sales through the Visitor Information Centre
- To maintain and enhance tourism collateral and assets including the Bathurst region website, social media channels, in house publications
- To promote the Bathurst region to visitors as a destination of choice including upselling and promotion of regional attractions, accommodation, events and experiences.
- To network and develop relationships with key industry and other stakeholder groups to grow the BVIC tourism partnership program and assist the regional industry create best practice tourism experiences.

Selection Criteria

This document reflects the major elements and responsibilities of this position and is not designed to be prescriptive in nature. A full Position Description will be provided to candidates upon request or upon offer of employment.

Essential

- Strong oral & written communication skills
- Knowledge of tourism experiences, services and facilities available in the Bathurst region
- High level organisational and time management skills
- Demonstrated experience in delivering a high level of customer service
- High level computer skills including use of MS Office
- Excellent interpersonal, teamwork, relationship building and networking skills
- Demonstrated ability to work unsupervised
- Current Class C Driver's Licence.

Desirable

- Experience in the retail sector and cash handling/reconciliation skills
- Experience in use of booking management systems
- Experience in website and/or social media for marketing/advertising
- Certificate III, or higher, in tourism, marketing, or another relevant field

Expected Organisational Standards

- Follow defined WHS procedures
- Provide service to customers
- Work effectively in the local government context
- Work with others in local government
- Communicate in the Workplace
- Follow defined risk management policies and procedures
- Follow defined ethical guidelines from Council, including Code of Conduct
- Follow defined environmental sustainability guidelines.

Employment Conditions

- 21 Hours per week worked over 3 days, days of work are Saturdays & Sundays, with the third day alternating between Monday & Friday

OR

14 Hours per week worked over 2 days, days of work will alternate between Friday & Saturday and Sunday & Monday

- Hours of work are 9.00am to 5.00pm
- Probationary period of 3 months
- Four weeks annual leave (pro rata)
- Long Service Leave after 5 years
- Superannuation of 9.5% paid by Council
- Medical (including drug and alcohol screening) and audio required as part of selection process.

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